



### THE CONNECTION NEWSLETTER

LINKING HEALTH AGENCIES AND COMMUNITY ORGANIZATIONS THAT WORK  
WITH MINORITIES IN UTAH

January 2009 Issue # 31

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#### UTAH HEALTH PLANS RATED IN 12TH ANNUAL REPORT

Understanding what a health plan can do for you and your family is more important than ever. The *2008 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans*, released today by the Utah Department of Health (UDOH) Health Data Committee (HDC) and Division of Health Care Financing, evaluates quality of performance and member satisfaction of selected Utah health plans covering more than 900,000 members across the state.

Performance measures come from data collected by Utah health plans as well as a consumer satisfaction survey. Participating commercial HMOs were: Altius Health Plans, Regence HealthWise, Select Access, and UnitedHealthcare of Utah. Participating Medicaid HMOs included Healthy U and Molina Healthcare of Utah, as well as two plans administered by UDOH: Select Access Preferred Provider Network and the Fee for Service Plan. Two Children's Health Insurance Program (CHIP) plans are also included: Public Employees Health Program and Molina Healthcare of Utah.

"This report will help health plans identify areas for improvement that will ultimately benefit the entire health care system," said Dr. David N. Sundwall, UDOH Executive Director. "We're pleased to note that many important measures, like childhood immunizations, have increased significantly since we began monitoring health plan performance in 1996."

The report describes how Utah HMOs are performing in selected areas of health care. Results show all commercial HMOs either met or exceeded national averages in providing child immunizations and blood sugar testing for diabetics. Over the past five years, the rate of pregnant women in commercial HMOs who receive timely prenatal care increased 26 percent. Commercial HMOs were above national averages for effective treatment of children with asthma, though they scored lower than national counterparts in preventive care and access measures like breast cancer screenings, well-child visits, and children's access to primary care providers.

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Medicaid HMOs scored higher than the national average on several performance measures, including children's access to primary care, timeliness of prenatal care, childhood immunizations, and eye exams for diabetics, but could improve in providing chlamydia screenings for women ages 16 to 25.

Utah's CHIP HMOs were on par with or above national averages for child immunizations and well-child visits, but could do better in the treatment of children with upper respiratory infections and adolescent immunizations.

The 2008 Performance Report also details results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey conducted by independent research firm DataStat, Inc. in the spring of 2008. A total of 4,509 parents answered the survey, including: 1,325 parents of children enrolled in commercial HMOs; 1,857 parents of children enrolled in Medicaid health plans and; 1,327 parents of children enrolled in CHIP HMOs. The survey measured consumer satisfaction in several areas of care and service received from the health plan in the past year.

Commercial health plans exceeded national averages in measures like doctor communication and overall rating of health plan, but ranked lower in getting needed care. Nearly nine out of 10 (89.5%) respondents were satisfied with the health care they received. Medicaid and CHIP health plans scored above national averages in most customer satisfaction measures, including ratings for physicians, specialists, and health plan overall. Customer service rated below national average in all three reporting categories: commercial, Medicaid, and CHIP.

For a copy of the report, which includes graphics that illustrate performance measures and survey outcomes, please visit <http://health.utah.gov/hda/reports/2008/hmo/>

*Source: Utah Health News*

<http://health.utah.gov/uthealthnews/2008/20081118-HMOs.html>



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## NEW RECESS GUIDELINES FOR BAD AIR DAYS OFFICIALS UPDATE AIR QUALITY GUIDANCE

Things are easier today for school leaders and parents who want to keep children safe on bad air days. The Utah Department of Health (UDOH), the Utah Department of Environmental Quality (DEQ) and other community partners have updated air quality guidelines for recess during inversions.

The guidance recommends that when pollutants known as particulate matter (PM 2.5) measure 35.5–55.4, micrograms per cubic meter of air (ug/m3), sensitive students should avoid outdoor activities. Sensitive students may include those with poorly controlled asthma, cystic fibrosis, chronic lung disease, congenital heart disease, or compromised immune systems. For PM 2.5 readings between 55.5–90 ug/m3, outdoor activities should be restricted for any student experiencing respiratory symptoms like coughing, wheezing, shortness of breath, and chest tightness. When the PM 2.5 level is above 90 ug/m3, all children should be kept inside for physical activity.

“The need for air quality guidance came to our attention in 2004 when we began to realize there was no coordinated source of information for Utah schools to address outdoor air pollution in relation to school activities,” said Dr. George Delavan, Director of the UDOH Division of Community and Family Health Services. At that time, UDOH, along with DEQ, developed guidance that gave students, parents, and schools a Web site where they could find information on current pollutant levels to help make decisions on outside activities.

“Changes were made to the guidance based on new science and experience,” says DEQ Toxicologist Steve Packham, Ph.D. The new guidance offers three improvements:

1. It aligns with recommendations from the new Environmental Protection Agency (EPA) Air Standard for PM2.5;
2. It allows greater flexibility in allowing healthy students to benefit from outdoor exercise; and It provides a conservative level of protection when outdoor activities are not recommended for all students.

The air quality guidance is not a law, mandate or policy, but was developed as a strategy for school districts to use when deciding whether to keep students inside or outside on poor air quality days.

For more information on the guidance visit [www.health.utah.gov/asthma](http://www.health.utah.gov/asthma) or [www.airquality.utah.gov](http://www.airquality.utah.gov)

For more information on how to improve air quality visit [www.cleanair.utah.gov](http://www.cleanair.utah.gov) or [www.idlefree.utah.gov](http://www.idlefree.utah.gov)

Source: Utah Health News

<http://health.utah.gov/uthealthnews/2008/20081119-AirQuality.html>



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## TRAININGS / EVENTS

### Advocacy Training for the Community

The Multicultural Health Network (MHN)/Policy Committee will host an Advocacy 101 Training and Potluck for MHN members who want to know more about the legislative process and to be aware of what's at stake for this upcoming session. The training will be conducted by Judi Hillman, Utah Health Policy Project Director. This legislative session is an urgent matter as budget cuts are being made to programs that are essential to minority communities and understand that without our support, these programs may be even more vulnerable during this session.

This is a two hours training. The first hour will focus on the tenets of advocacy while the second hour will be discussion about the legislative session and how members of MHN can be involved.

Training date: Wednesday, January 14 th from 5:30 pm to 7:30 pm.

Location: The Indian Walk-In Center (120 W, 1300 S, SLC)

To register: e-mail Candace at [candace@cuutah.org](mailto:candace@cuutah.org) or call her at 801-487-4143 or at 801-419-1723.

Last day to register: Monday January 12 at noon.

As it is a potluck, attendants are welcome to bring any type of food that can be shared.

### Becoming a Verbal Interpreter Training

- Interpreter Preparation - Role in the Schools -Professional Ethics - Interpretation Techniques -

#### Friday, January 23, 2009

Granite Education Center Programs Building, Organized by Granite School District

2500 South State Street, Rooms D104 & D106 2:00 - 4:30 p.m.

Don't miss this learning experience to enhance your interpreting skills as you provide services in the school setting.

Please RSVP to Sol Prodan at 646-4205 ext. 7542 or e-mail [sprodan@graniteschools.org](mailto:sprodan@graniteschools.org)

### Diabetes Training in Spanish

The Utah Diabetes Program will be holding its annual Spanish Diabetes Training on Thursday, January 22, 2009 from 9-4pm. The location will be the Utah Department of Health at 288 North 1460 West, Room 114 in Salt Lake City. The training is free and would benefit professionals seeking to develop diabetes language skills in Spanish as well as those desiring training in diabetes management principles.

Fluency is not a requirement, as interpretation will be provided by the trainer. This format has been delivered the past couple years and seems to be an effective approach.

Keep in mind that for this particular training, the State Diabetes Program will cover meals, training materials and mileage reimbursement only for those from Logan to Nephi and Tooele to Park City.

Anyone outside this area is welcome to participate via video conference at no charge (if feasible). The registration form and training announcement are both attached and registration can take place immediately. For more information, please contact [nathanpeterson@utah.gov](mailto:nathanpeterson@utah.gov) or 801-538-6248.

### Annual Diabetes Expo

The American Diabetes Association - Utah Chapter, will be hosting its annual Diabetes Expo on Saturday, February 28, 2009 from 9-4pm. The location will be the South Towne Expo Center, Hall 3 in Sandy. This is a free event for patients to participate in cooking demos, listen to educational presentations, obtain numerous resources and many other activities will be available. Call 1-800-DIABETES for more information. Also, if an organization or individual would be interested in securing a booth for this event, please contact Beverly Bartel directly at [bbartel@diabetes.org](mailto:bbartel@diabetes.org)



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## LOOKING FOR A JOB(I)?

### Domestic Violence Rural Outreach Coordinator

Agency: Center for Women and Children in Crisis

Duties: Provide advocacy and education to victims of domestic violence and sexual assault in Rural Utah Counties, provide community awareness presentations, work with Community partners

30 hours a week. SSW license preferred not required

Please send resume to Mindy Woodhouse at:

E-mail: [mwoodhouse@cwccic.org](mailto:mwoodhouse@cwccic.org)

Fax: 801-227-5040

Mail: 1433 East 840 North, Orem, UT 84097

### Household Interviewers

The Department of Pediatrics at the University of Utah is hiring multiple part-time positions for Household Interviewers to work on the National Children Study (NCS).

The NCS is a long-term research project that will examine the environmental influences on children's health and development to help identify causes for a variety of child health conditions including asthma, autism, obesity, diabetes and learning and developmental disabilities. This landmark study will make a difference in the lives of children for generations to come. If you are energetic, motivated, and interested in part-time employment, this is a great opportunity to be part of this exciting study.

For more information about the NCS, please visit <http://www.nationalchildrensstudy.gov>

How to Apply: Interested applicants can apply by sending a resume to [ncsjobs@hsc.utah.edu](mailto:ncsjobs@hsc.utah.edu)

To be considered, you will need to attend one of the scheduled information sessions.

You will be notified of the available dates/times towards the end of January or in early February 2009.

### Case Manager for Refugee Resettlement

Agency: Catholic Community Services

New Americans from Bhutan and Burma need case managers!

Job Description: Catholic Community Services of Utah, Refugee Resettlement and Immigration Program has an immediate opening for 2 case managers. Required: Bhutanese or Nepales/English or Karin/English, sensitive to many diverse cultures, read and write English well, basic computer literacy, 2 yrs college work; Bachelor's Degree preferred. Also required: current DL with good driving record. Previous case management is a plus. Position is F/T w/Benefits. EOE.

Salary: \$13.00 p/hr

Location: 745 East 300 South, Salt Lake City, UT 84102

Status: Full-time

How to Apply: E-mail [employment@ccsutah.org](mailto:employment@ccsutah.org) and specify job # 0827 and which language spoken

Closing date: 01/13/09



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## LOOKING FOR A JOB (II) ?

### Medical Assistant

Agency: Wasatch Homeless Health Care, Inc.

**Job Description:** Position is responsible for providing direct patient care, and to assist the health care provider in providing quality health care and work to improve health outcomes. Collect and document vital signs and history in the patient's medical record, prepare and administer injections as directed by provider. Recognize and respond to emergencies, conduct patient education, relay lab and/or radiology results to the provider, tray setups. Follows all CLIA, HIPPA and SHE guidelines. May be responsible for specific duties as assigned by Medical Director. Requirements: Graduate of an accredited Medical Assistant Program, Medical Assistant/Phlebotomy license, knowledge of Medical Terminology, fluent in Spanish a plus.

**Salary:** Salary commensurate with experience.

**Location:** 404 South 400 West Salt Lake City, UT 84101

**Status:** Full time and Part time

**How to Apply:** Email resume to [linda@fourthstreetclinic.org](mailto:linda@fourthstreetclinic.org) or

**Fax:** 801.746.0450

### Shelter Advocate

Agency: YWCA

**Job Description:** Empower women and work toward racial justice in your local community. Rewarding opportunity for a mature and self-confident advocate in Utah's oldest, largest and most comprehensive provider of shelter, housing and supportive services for women and children who have experienced family violence. The ideal candidate will be committed to our mission, healthy, loving, energetic and enjoy fostering a supportive and welcoming community environment. Bilingual candidates are encouraged to apply. The YWCA is an equal opportunity employer and values a diverse workplace.

**Salary:** \$ 10.50/h plus benefits

**Location:** Downtown SLC

**Status:** Full-time

**How to apply:** Send resume, a cover letter and an application (download from [www.ywca.com](http://www.ywca.com)) to Lisa Woirhay, Shelter Manager YWCA, 322 East 300 South, Salt Lake City, UT 84111

Open until filled

### ESL Specialist

Agency: Guadalupe Schools

Guadalupe Schools is a private non-profit which seeks to improve the lives of disadvantaged children and immigrant adults through education. The Voluntary Improvement Program (VIP) utilizes community volunteers to provide small-group instruction in English as a Second Language to low-income immigrant adults.

VIP seeks an ESL Specialist to supervise the education of small groups of adult immigrant language learners, utilizing volunteer ESL tutors.

**Working hours:** Tuesdays and Thursdays 5:30-9:15 PM required. Other hours flexible.

**Applicant must have Certificate in TESOL, MA Applied Linguistics / TESOL, or be currently pursuing one of these degrees.**

**Salary:** \$16 / hour

**Location:** Salt Lake City

**Status:** part time

Please send resume and cover letter to Kate Diggins, Guadalupe Schools, 340 S. Goshen St., Salt Lake City, UT, 84104; or e-mail to [kate@guadalupe.k12.ut.us](mailto:kate@guadalupe.k12.ut.us)

Questions? Call Kate at (801) 531-6100 (ext. 1107). Position closes 1/9/09.



## WE WOULD LIKE TO HEAR FROM YOU

Please submit: feedback, suggestions, ideas, news, events or articles to: [ddiez@utah.gov](mailto:ddiez@utah.gov)



Salt Lake City, Utah 84114-2001  
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Phone: 1-888-222-2542  
Fax: 801-538-6591  
[www.health.utah.gov/cmh](http://www.health.utah.gov/cmh)

## The Connection

**Production Editor:**  
Dulce A. Díez

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### ABOUT THE CMH

The Center for Multicultural Health (CMH) is the Utah office of minority health. It is part of the Utah Department of Health, Division of Community and Family Health Services.

Our mission is to promote accessible and high-quality programs and policies that help all racial and ethnic minorities in Utah achieve optimal health. We accomplish our mission by increasing public and health professional awareness of persistent race/ethnic disparities and by developing effective health policies and culturally competent programs that lead to better access and utilization of quality health care services in Utah.

[www.health.utah.gov/cmh](http://www.health.utah.gov/cmh)

## MULTICULTURAL BROWN BAG SERIES (Organized by the Center for Multicultural Health)

### “Race: The Power of an Illusion”

This documentary will help viewers confront the confusions and misconceptions surrounding the concept of race.

It is an eye-opening tale on how the ideas we assume to be normal, even scientific, are actually shaped by our history, social institutions, and cultural beliefs.

### - Episode I: “The Difference Between Us”

Excerpt: Examine the contemporary science, including genetics that challenges our assumptions about humans groups.

Duration: 45 minutes

Location: room 125, Utah Department of Health (288 N 1460 W, Salt Lake City.)

Date: January 22 @ 1:00 pm

### Understanding Our Differences: Mexicans and Americans

Excerpt: This documentary explores common misconceptions about Mexican culture as well as stereotypes Mexicans have about their neighbors to the north.

Is there a difference in the family life of Mexicans and Americans of Non-Mexican descent?

Are Americans less “emotional” than their south-of-the-border neighbors?

Do Mexicans in the U.S want to speak Spanish or learn English?

How do these terms differ: Hispanic, Latino, Chicano?

Are Mexicans all of one race?

Do all people of Mexican descent work in low skilled jobs?

Watch a group of teens discuss these questions, see the Petersons and Garcias explore how they differ, and hear ideas to help undo common Stereotypes.

Duration: 30 min.

Location: room 125, Utah Department of Health (288 N 1460 W, Salt Lake City.)

Date: February 4 @ 1:00 pm

**These brown bags are free and open to the public.  
No registration required**

For more events visit our calendar  
<http://my.calendars.net/multicultural>

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